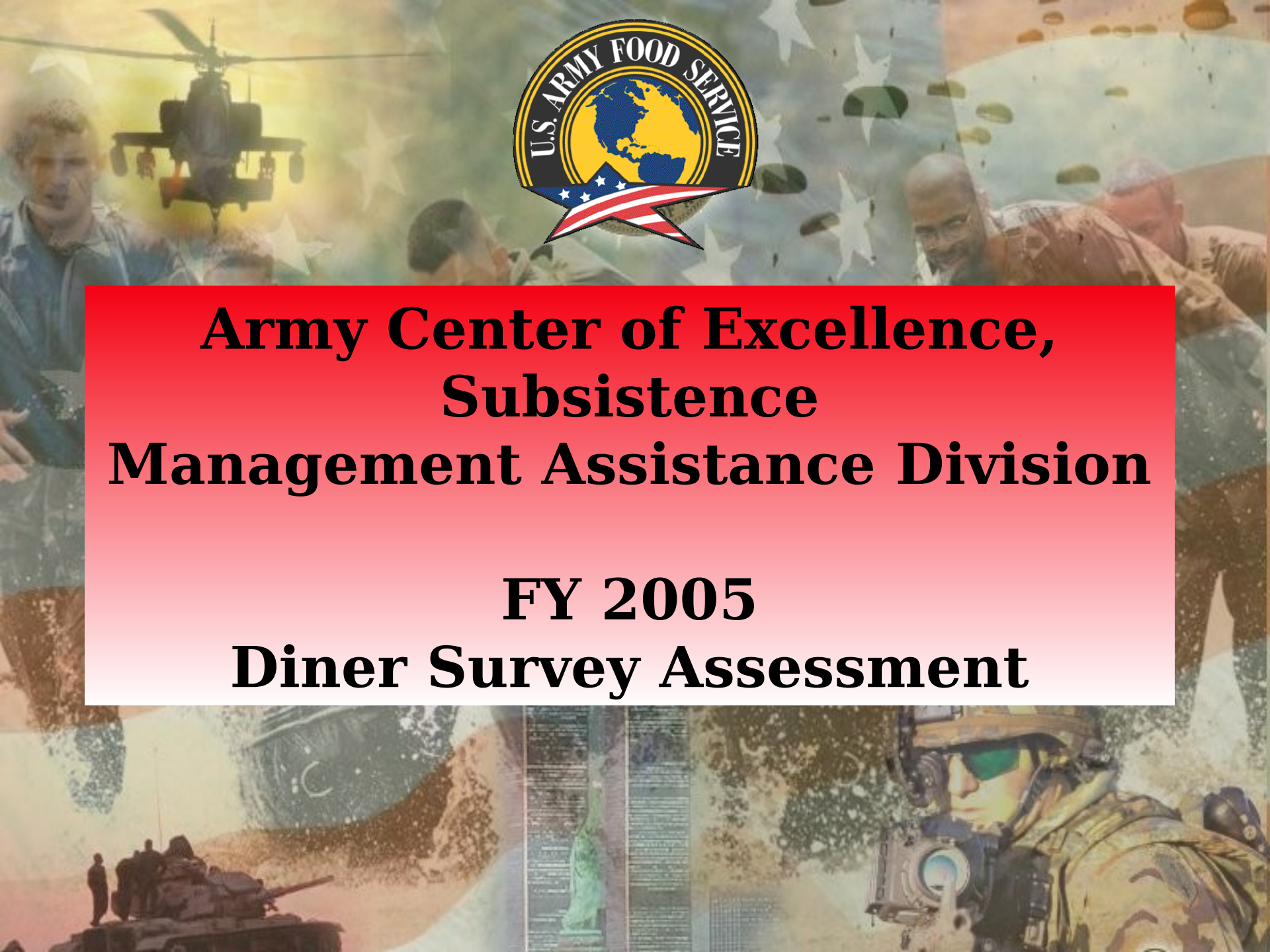


Army Center of Excellence, Subsistence Management Assistance Division

FY 2005
Diner Survey Assessment

Survey Administration

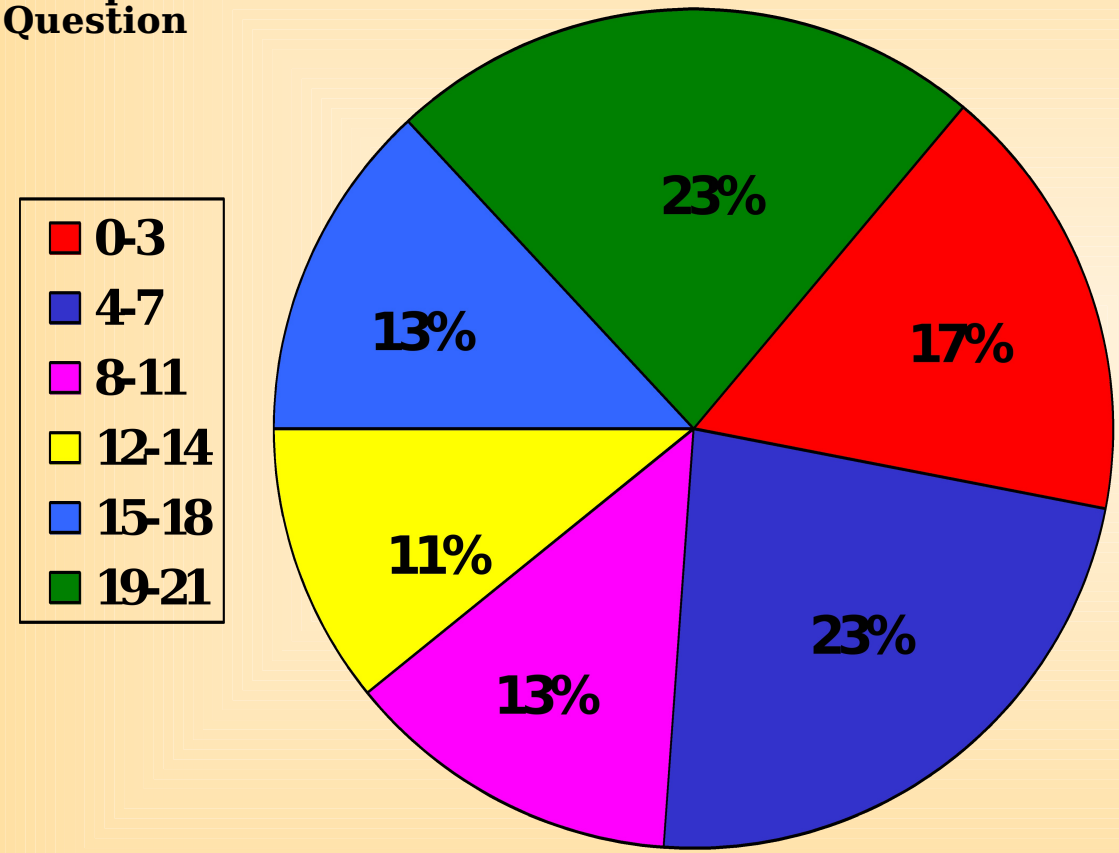
- A total of 1004 surveys were completed
  - Not all questions were completed on all surveys
- Surveys were conducted at 22 Installations during regularly scheduled FMAT visits
- Surveys were administered during meal periods in the dining facility
- Completed individual surveys were shared with Food Program Managers and Dining Facility Managers
- Survey results are briefed to the Command during the exit briefing at the Installation

Installations / #Surveys

Fort Drum	**73**		
Fort Knox	**70**		
Fort Belvoir	**31**		
Fort Polk	**88**		
Redstone Arsenal		**20**	
Fort Rucker	**20**		
Fort Bragg	**28**		
Fort Jackson	**50**		
Fort Gordon	**79**		
Hawaii 54			
Fort Meade	**36**		
Fort Lewis	**77**		
Fort Leonard Wood		**50**	
Fort McCoy	**38**		
Fort Benning	**50**		
West Point	**15**		
Fort Eustis	**75**		
Fort Monmouth	**25**		
Europe (4 Installations)		**125**	
Total: 22	**Total:**	**1004**	

Frequency of Use Per Week (Dining Facility)

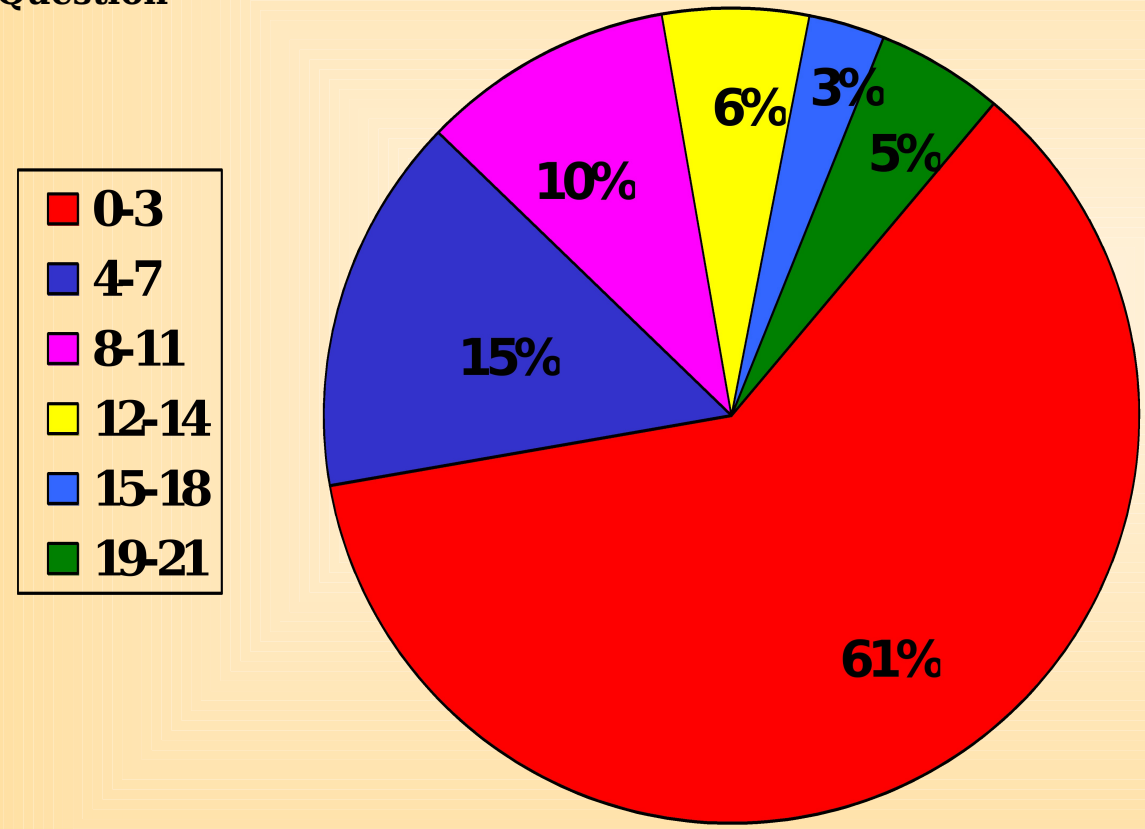
1004 Surveys
967 Responses to this Question



47% of those surveyed are eating more than 12 meals per week in the dining facility.

Frequency of Use Per Week (Carryout)

1004 Surveys
473 Responses to this Question

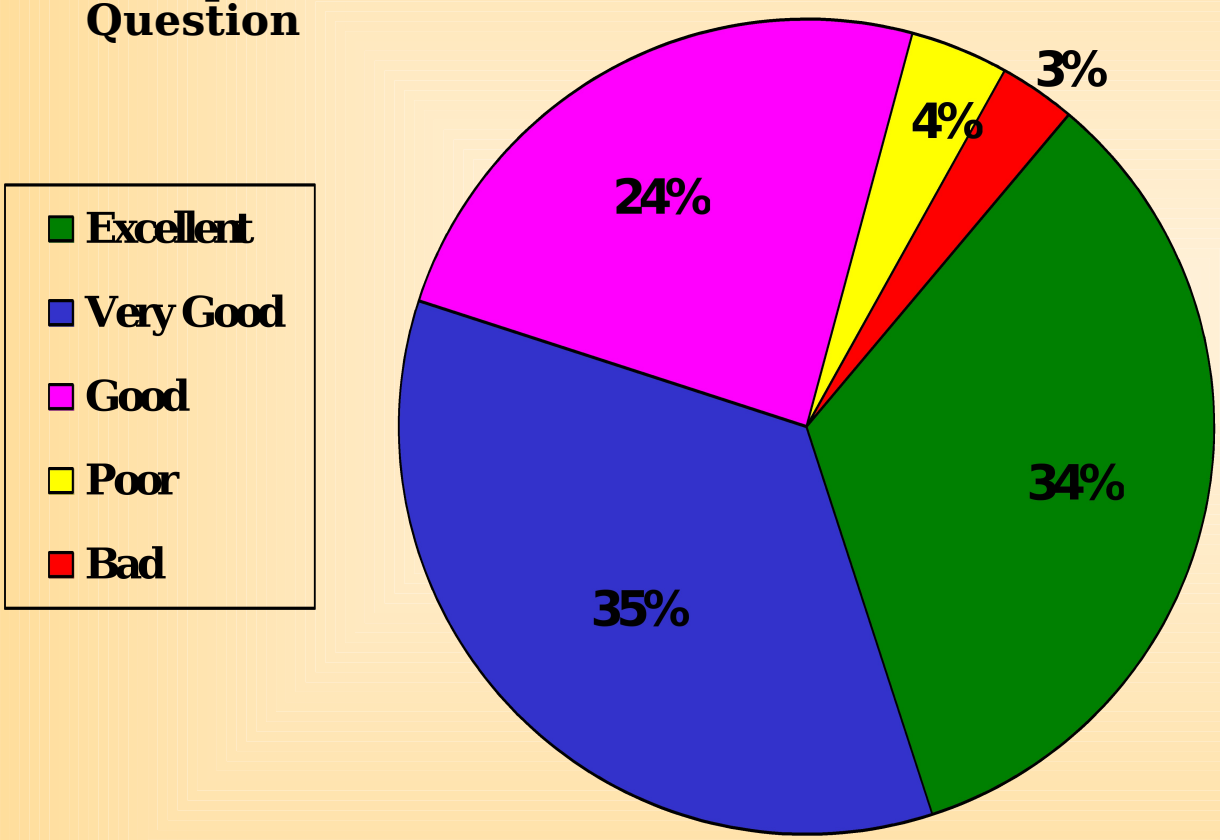


Low number of responses to this question (473) indicates the carryout option is frequently not available or being used.

FMAT visits indicate carryout areas build into DFACs are seldom utilized.

Overall Evaluation of My Dining Facility

1004 Surveys
987 Responses to this Question

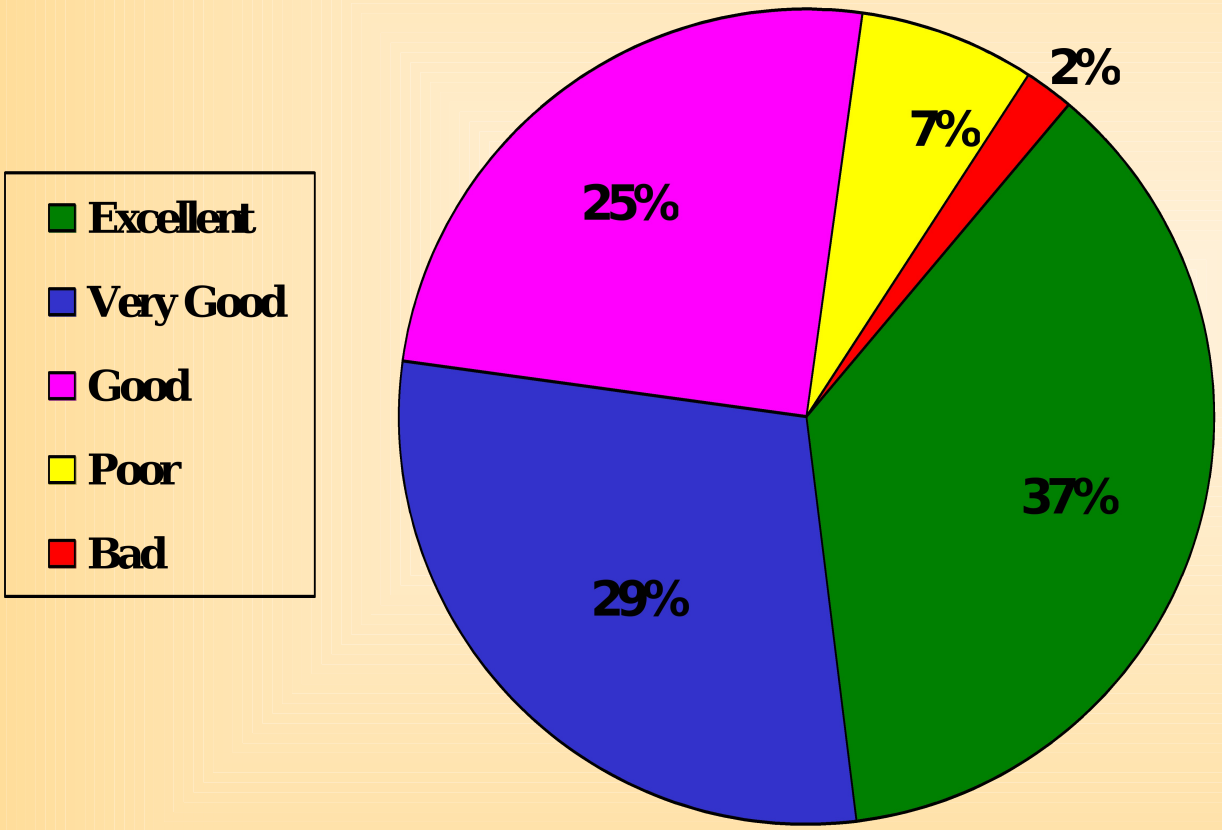


93% of those surveyed rate overall satisfaction with the dining facility as *Good* to *Excellent*.

Ratings on individual areas within the dining facility follow on the next 8 slides.

Rate Your Dining Facility (Speed of Headcount)

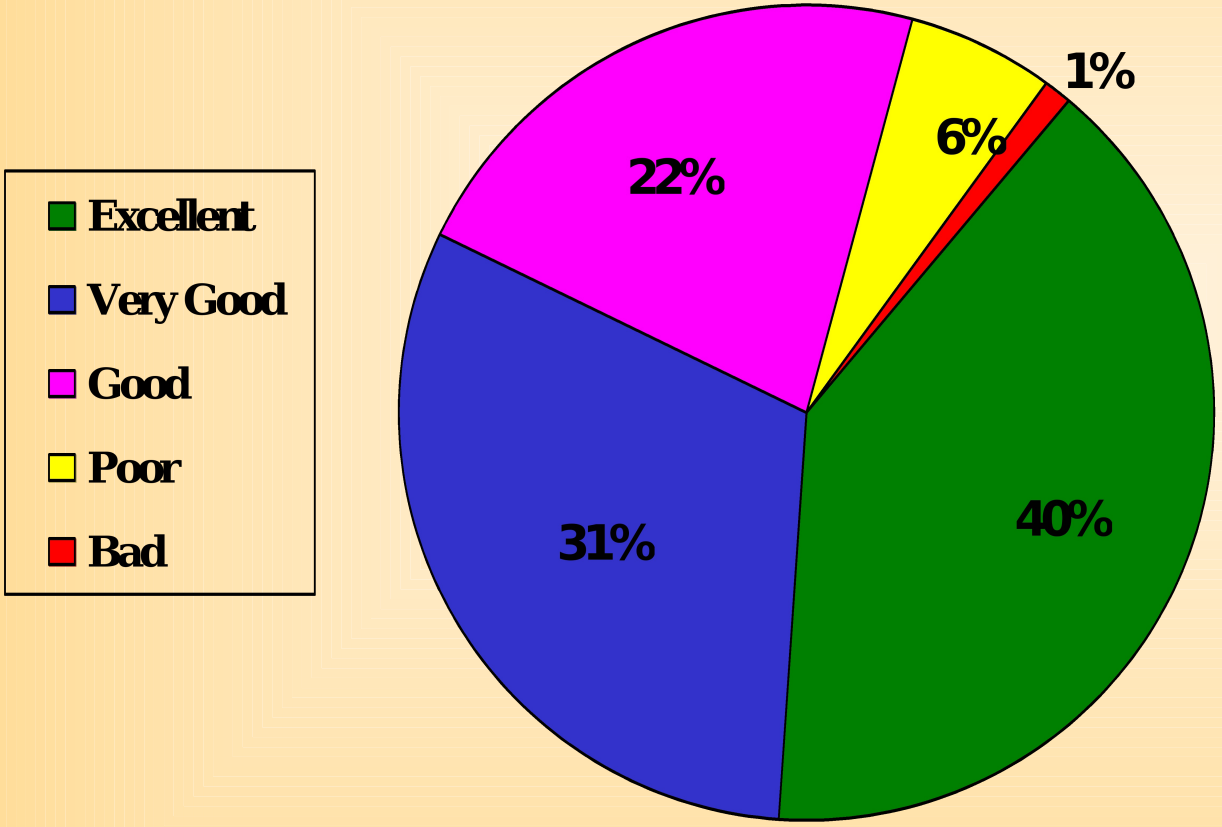
1004 Surveys
920 Responses to this Question



91% rate this area as *Good* to *Excellent*.

Rate Your Dining Facility (Friendliness of Servers)

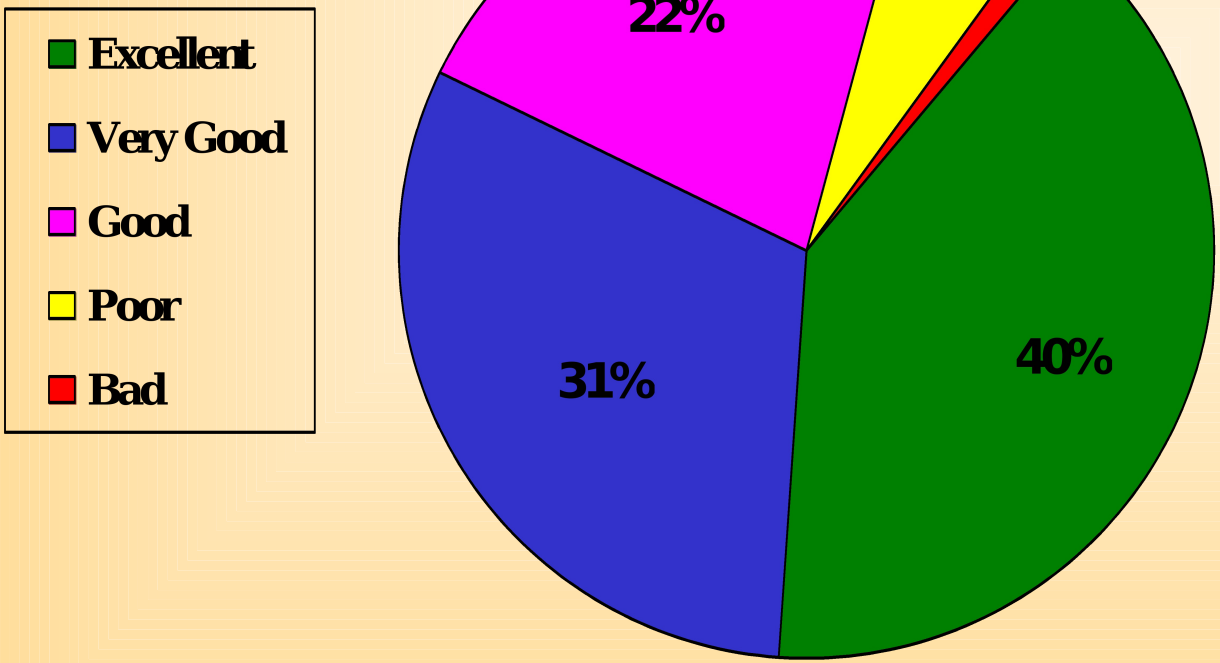
1004 Surveys
970 Responses to this Question



93% rate this area as *Good* to *Excellent*.

Rate Your Dining Facility (Menu Variety)

1004 Surveys
916 Responses to this Question

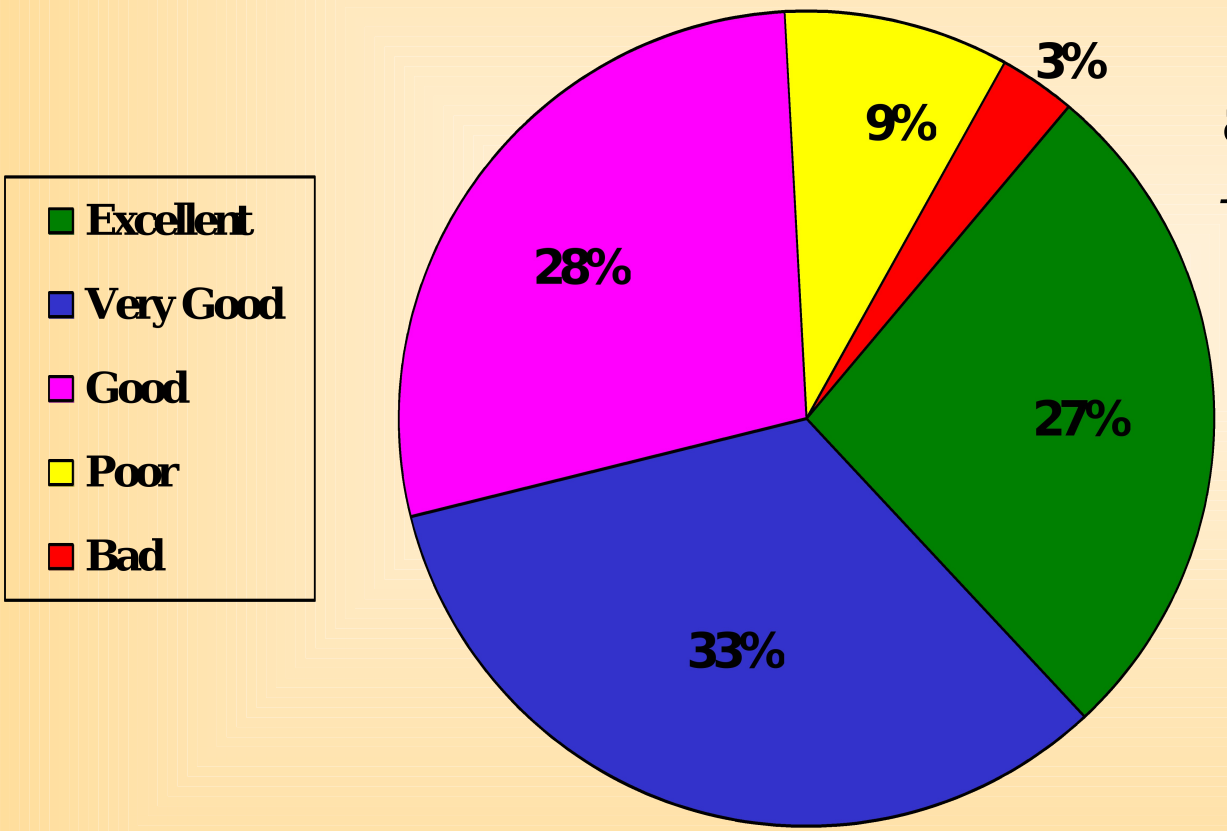


93% rate this area as *Good* to *Excellent*.

Menu planning responsibilities still almost exclusively reside with the individual facility manager.

Rate Your Dining Facility (Quality of Food)

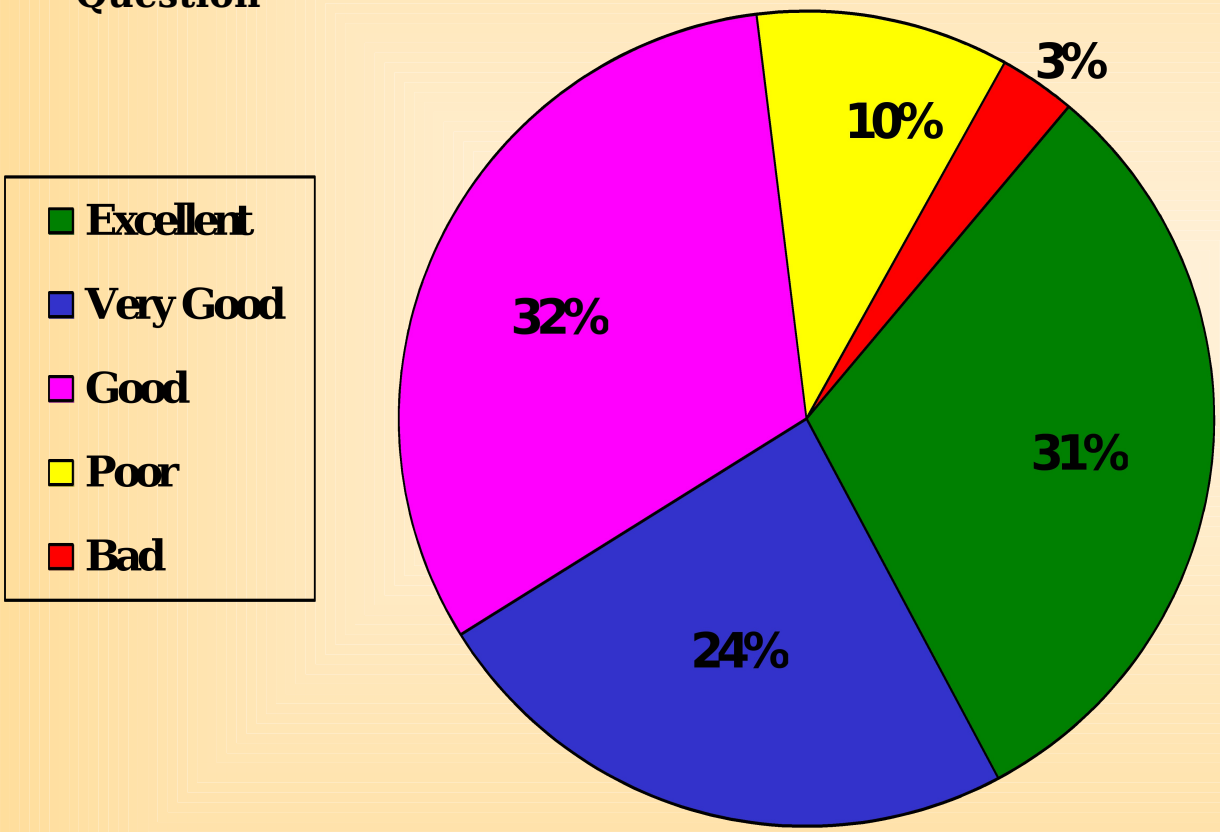
1004 Surveys
942 Responses to this Question



88% rate this area as *Good* to *Excellent*.

Rate Your Dining Facility (Meeting My Special Requests)

1004 Surveys
830 Responses to this Question

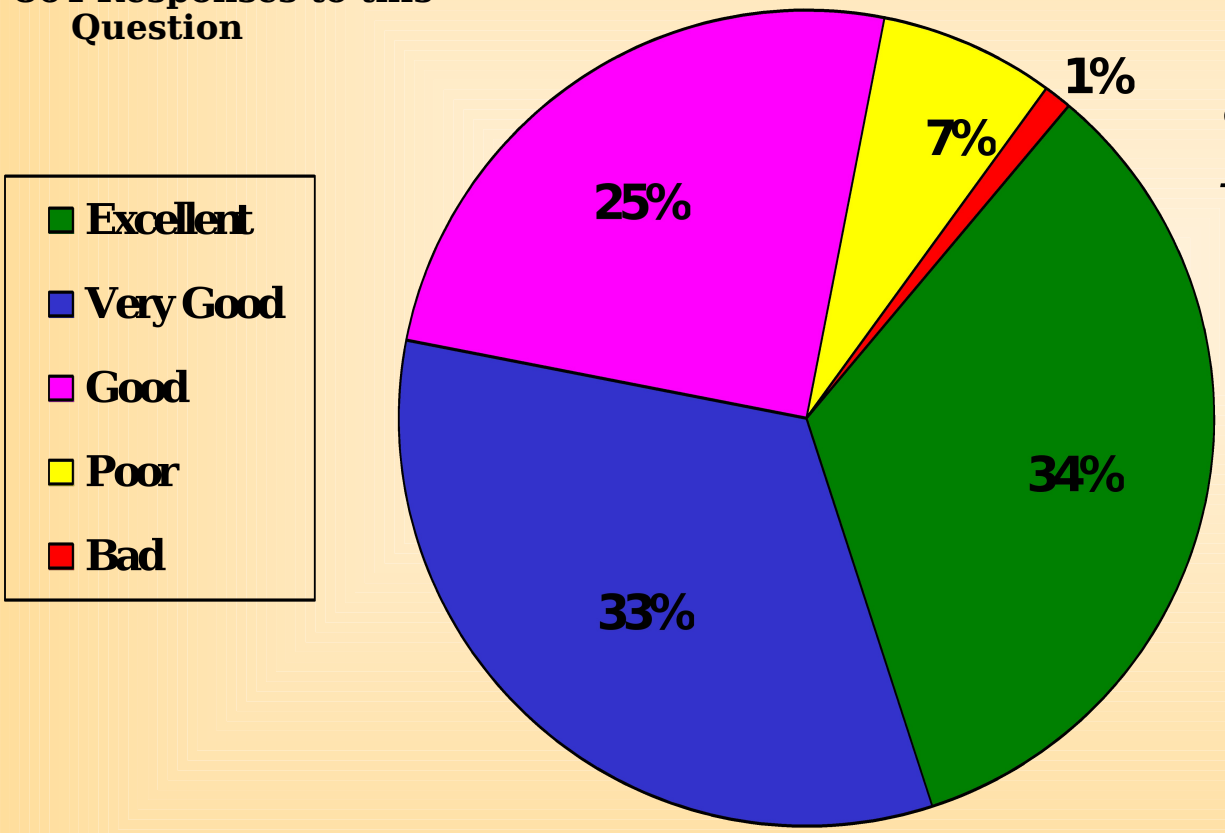


87% rate this area as *Good* to *Excellent*.

Survey respondents and Commanders frequently are unclear what this question means.

Rate Your Dining Facility (Self Service Equipment Available/Operational)

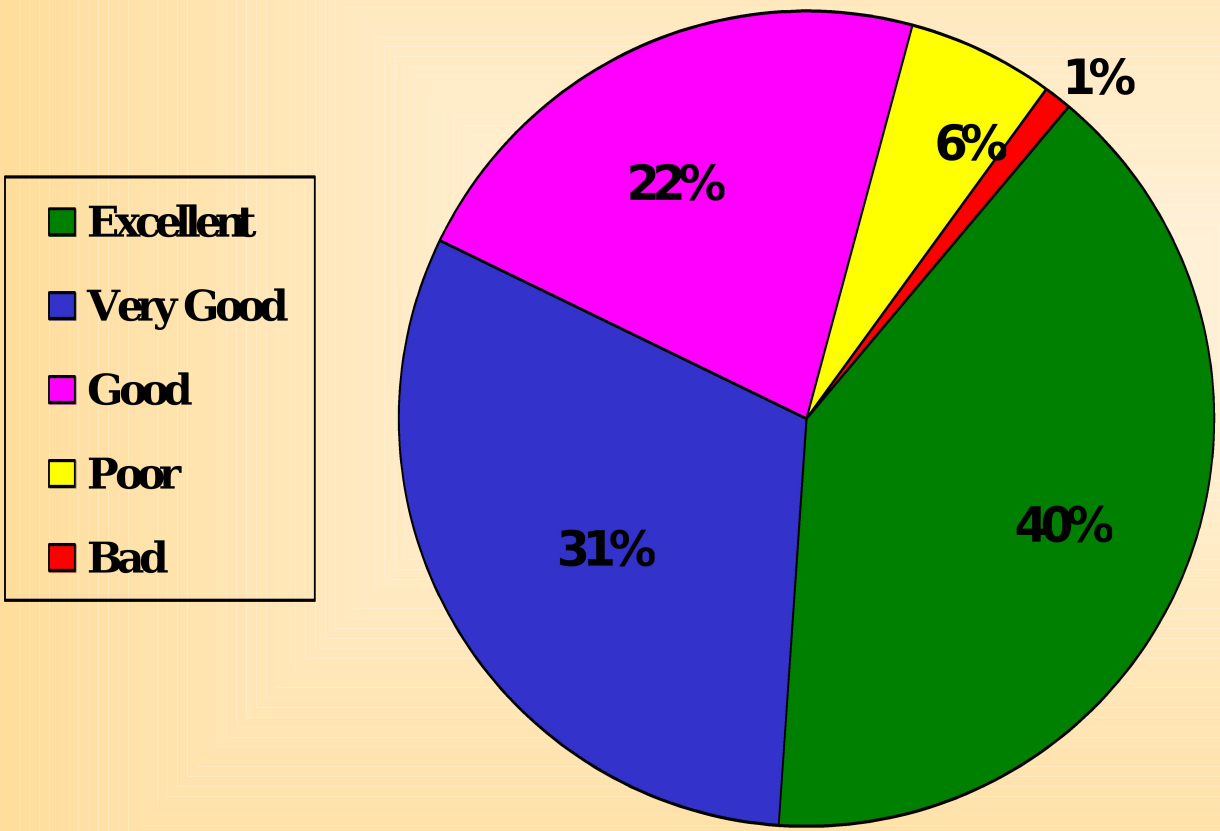
1004 Surveys
864 Responses to this Question



93% rate this area as *Good* to *Excellent*.

Rate Your Dining Facility (Cleanliness of Facility)

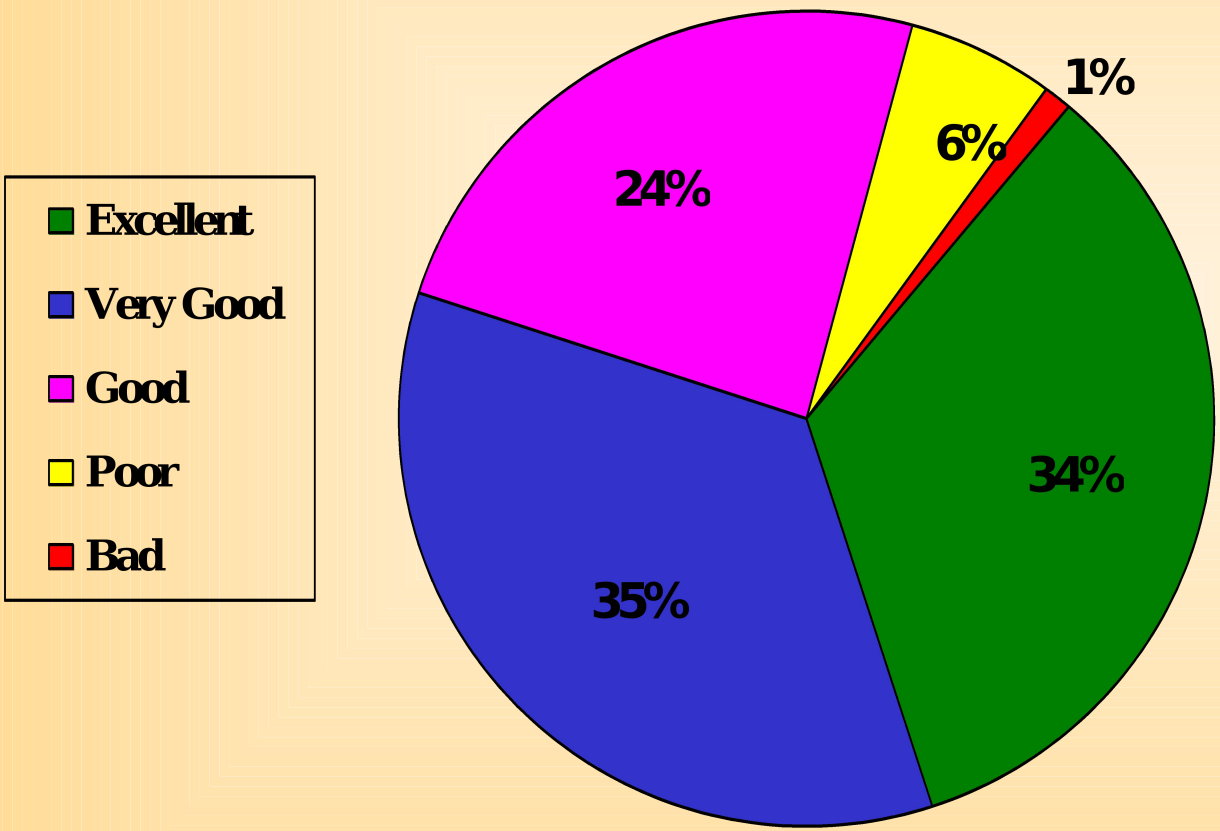
1004 Surveys
872 Responses to this Question



93% rate this area as *Good* to *Excellent*.

Rate Your Dining Facility (Design, Décor and Comfort)

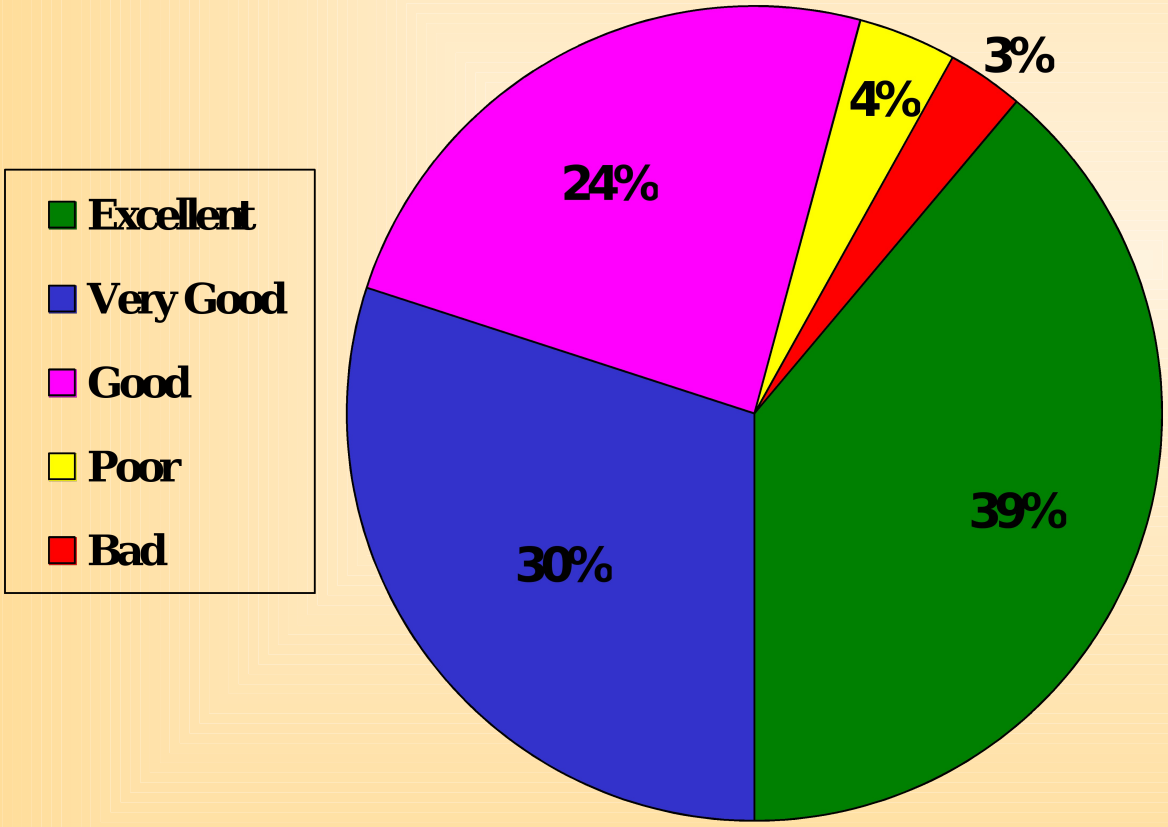
1004 Surveys
857 Responses to this Question



93% rate this area as *Good* to *Excellent*.

Convenience of Operating Hours (Weekday)

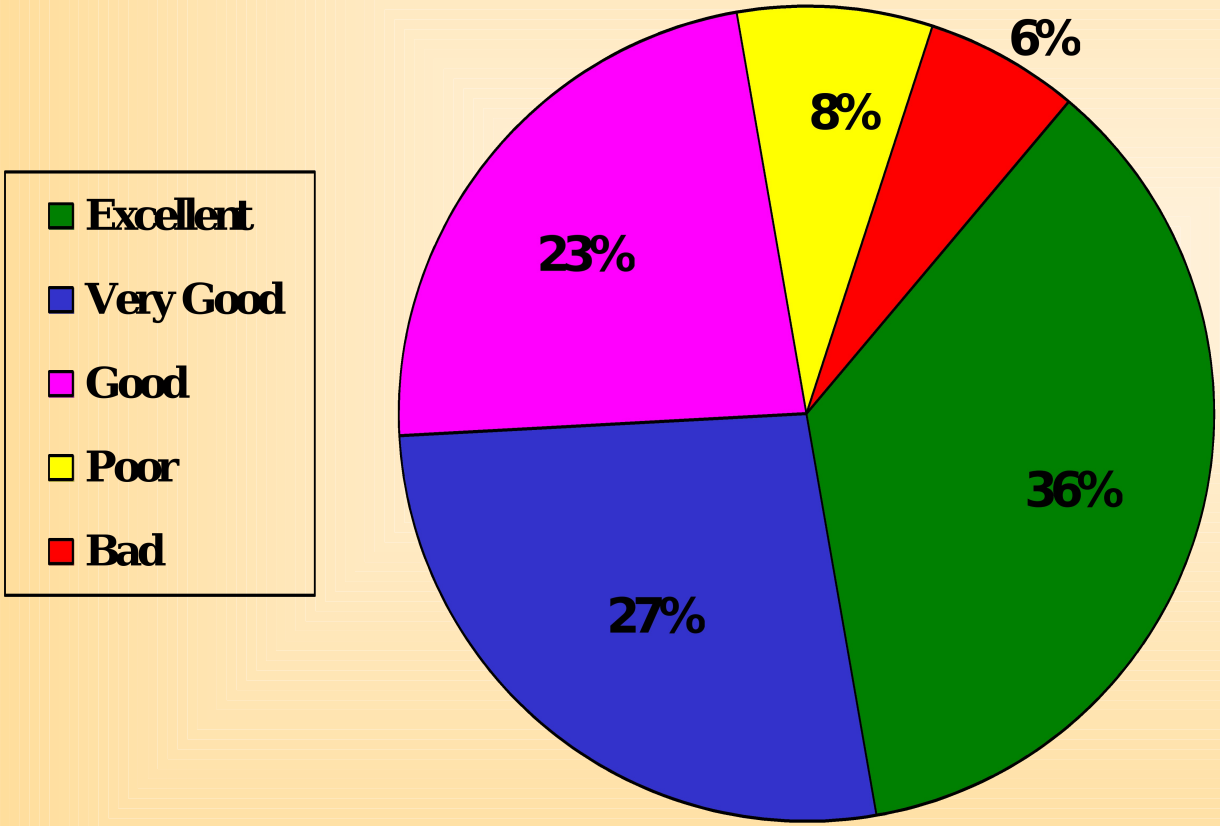
1004 Surveys
784 Responses to this Question



93% of those surveyed rate satisfaction with weekday operating hours as *Good* to *Excellent*.

Convenience of Operating Hours (Weekend)

1004 Surveys
704 Responses to this Question

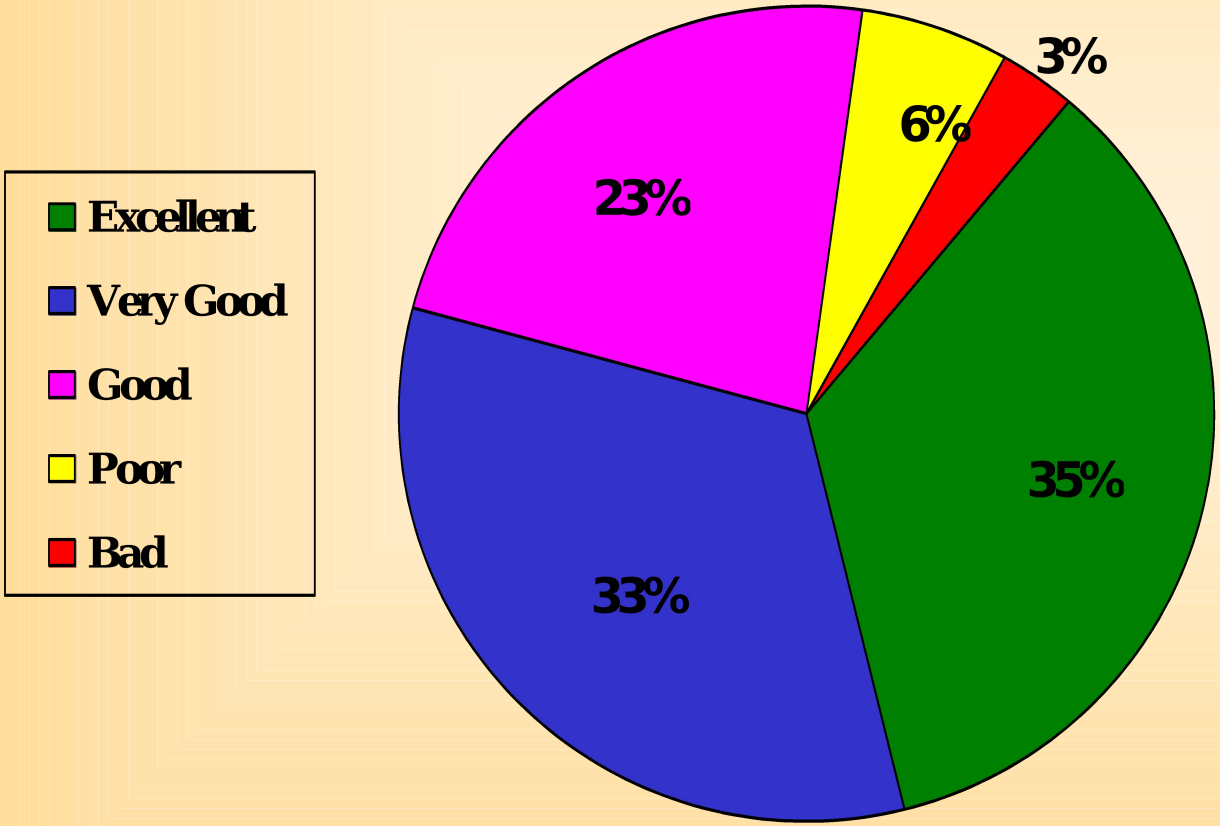


14 of the 22 installations visited are utilizing Brunch/Supper on weekends.

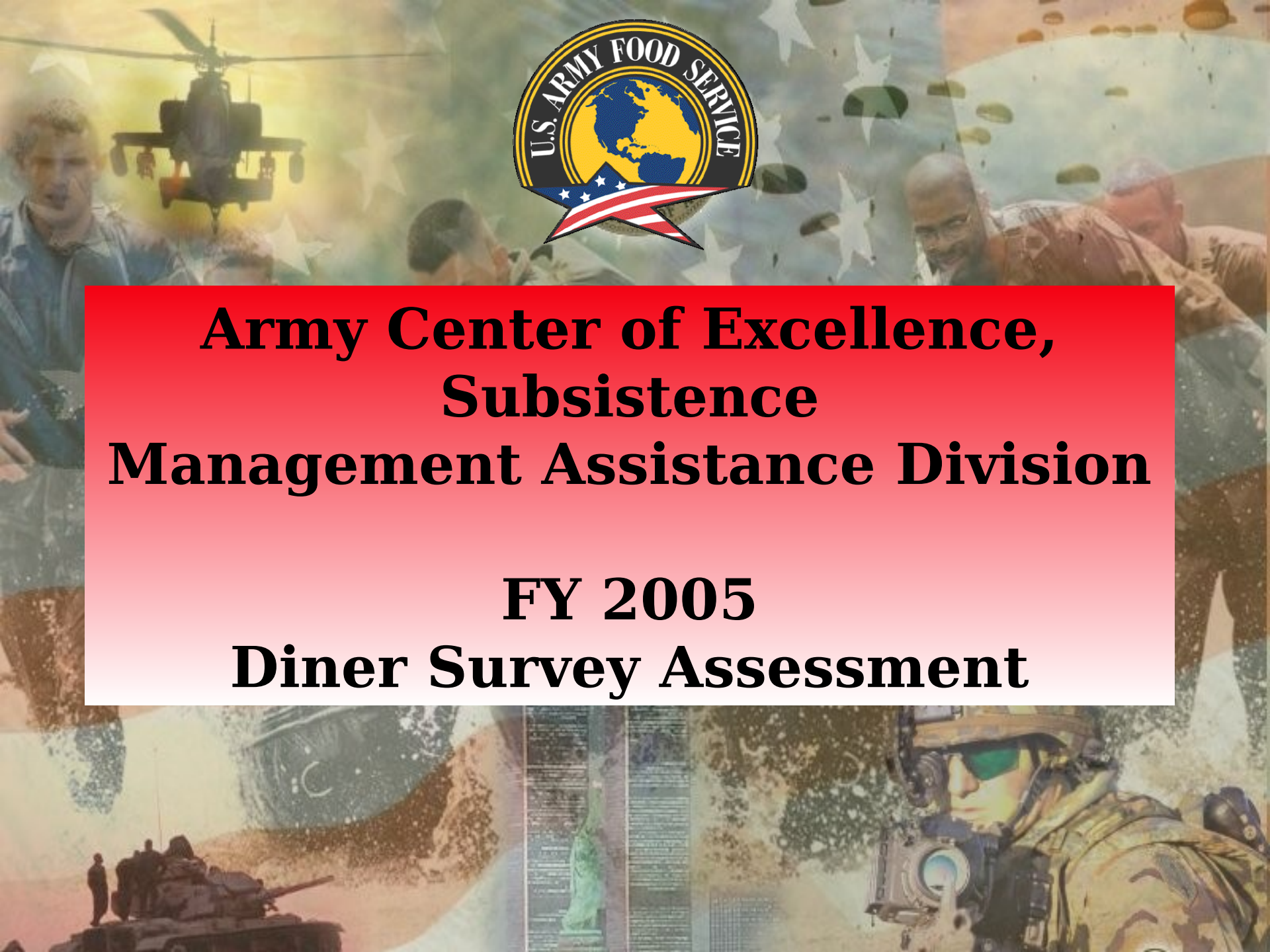
Exceptions are mainly IET dining facilities.

Convenience of Operating Hours (Carryout)

1004 Surveys
615 Responses to this Question



Carryout hours of operation are almost always during scheduled meal periods.



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